

DoIT NEWS

DoIT To House Portal Authority Infrastructure

The Division of Information Technologies is housing the Statewide Internet Portal. DoIT offers two options to customers for either hosting or housing their servers. The offerings include providing a complete server environment with conditioned and uninterruptible power, full climate control, 100 mbps switched Internet access, raised floor/rack support, and KVM support.

Server housing provides for the placement and connection of customer-owned servers on the computer room floor and firewall protection for the customer-owned equipment.

Server hosting adds the provision of the server hardware, installation and maintenance of the operating system, administration of the server to provide level 1 and 2 support for the server and operating system (OS), and up to 10 hours of one-on-one technical support during installation and up to 20 hours of one-on-one technical support after installation.



▲ Left to right—Bob Feingold, Greg Rippey/original SIPA CEO, Greg Jenik, Tina Camblin/DORA CIO, Jeff Wells/DPA's Executive Director

To order server housing or hosting for either virtual or real servers please access the following link:

http://www.colorado.gov/dpa/doit/services_cat/ServerInstallationRequestForm.doc

SERVICE	DoIT RESPONSIBILITIES	CUSTOMER RESPONSIBILITIES
HOUSING	<ul style="list-style-type: none"> • Provide floor space, uninterrupted power supply, physical security and environmental controls • 100mb network connection to the Internet • Execute limited, scripted actions to support the server • Initial operating system installation • Firewall protection for the server 	<ul style="list-style-type: none"> • Administrative control of the server • Application support
HOSTING	<p>All services in "Housing" plus...</p> <ul style="list-style-type: none"> • Initial operating system installation • Maintain the operating system for the life of the server • Administrative management of the server • Backup/restore services for the server • Monitor the operation/functioning of the server • Provide level 1 and level 2 support for the server (not the application) • Provide an initial 10 hours of one-on-one technical support during initial installation and up to 20 hours of annual one-on-one technical support for application installation, maintenance, and consultation 	<ul style="list-style-type: none"> • Application support

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Sue Ellen Quam,
Customer Relations Manager/Editor



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By John Thomas

The State portal, www.colorado.gov/portalauthority, is making great progress. In the last few months, we have met with most of you and have been encouraged by your help and participation. The portal can only be successful because of your support. Nearly ninety applications have been suggested for our queue, of which you have identified your top forty. This does not conclude our planning, or our resolution to become the best partner you have ever had. Please do not hesitate to call us if you have a need or an idea, we are here to meet with you and become a resource for you. The queue is a dynamic

process and will change monthly, especially when needs and priorities change.

The easiest way to ensure your success working with Colorado.gov is to concentrate on three things:

1. Identify your top priorities
2. Ensure all of the contracts between your department and SIPA have been completed and signed
3. Align your resources to be ready to work with the portal

Please feel free to contact us at any time at john@coloradointeractive.org. We are here to answer questions and are excited about our new relationship with each of you. 🍁

Colorado Interactive is a subsidiary of NIC, which helps government communicate more effectively with citizens and businesses by putting essential services online.



DoIT Data Center Operations

DoIT's newly installed z890 IBM mainframe is advertised to be 100% faster for our zLinux applications than the former z800 model installed in 2003. Our customers tell us this is a true representation of faster speed. IBM's new product comes with scalability and pricing designed to attract more medium sized businesses such as DoIT's mainframe business to zSeries technology. Now instead of being billed on the size of the processor, DoIT is billed on usage of the processor. The IBM upgrade was flawlessly executed with only eight hours of a preplanned 12 hour outage experienced by our customers. 🍁



◀ **Rick Malinowski**
with the new z890
IBM mainframe

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EMPL Retirement News

The retirement of the EMPL system in December 2005 will give immediate benefits to Colorado. The Colorado Personnel Payroll System (CPPS) is being redesigned to accommodate both HR and Payroll transactions and will be the replacement for the EMPL system. CPPS will record and populate historical information stored in a soon to be completed Human Resource Data Warehouse (HRDW).

The HRDW will hold all current and historical information on employees, positions and job classes. Initially, the HRDW will consist of a web site and several pre-defined reports that will allow agency personnel to select and execute standard reports themselves. Future enhancements to the HRDW will allow agency personnel to request, review and create their own reports on the spot, reducing the cost and time required for IT development. Agency responsiveness to management and legislative requests for HR information will be faster and more accurate.

Agency personnel will have a **single point of entry** with a single system to process both HR and Payroll transactions for State employees and only one system of record to support. This will reduce input errors, IT support costs, and user training requirements. The new system will be much **easier to use** with agency personnel accessing the State's HR and Payroll system via the web. Information can be updated through point and click menus and drop-down boxes through a browser instead of using hard to remember codes and abbreviations on a green screen.

An **Employee Self Service** feature allows State employees to update their own personal and W-4 information, or view their own payroll advices. Potentially, this electronic access to information could save the State printing, data processing and mailing costs. CPPS provides **New Functionality**—with the ability to track employee work experience, languages and skills, licenses and honors, health and safety data, grievances and disciplinary actions that the old system did not.



*Guy Mellor is the
Data Center Manager and
Deputy Director of DoIT*

Newer employees might ask what is EMPL and how was it used? Since 1981 EMPL was the system of record for all Human Resources related transactions for Colorado. When first implemented it was known as the Personnel Data System (PDS) responsible for tracking all employee, position and classification actions and history for four major areas: State classified employees, State non-classified employees, Judicial branch employees and Social Services Merit system employees. In 1988 it was modified to accept job account information and was renamed EMPL. Since then it has been heavily modified to meet statutory requirements. For example, in the late 1990s it was modified to remove the grade/step system and convert to an open range process for salaries. At the same time it was modified to remove anniversaries and convert to performance-based pay for the State classified employees.

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The Colorado Personnel Payroll System (CPPS) is the payroll system for Colorado. The system was originally purchased from Integral Systems Inc. in 1983 and implemented in 1986. The State remains on maintenance with Integral and regularly receives legislative updates from all 50 states as well as quarterly and year-end upgrades to assist with tax and financial records requirements of other states pertaining to Colorado State Employees. In 2003 the CPPS system was upgraded to include a Position Control Module designed and utilized to control and maintain the State's classified positions (information pertaining to each position is stored in the position database (PDB) by a "permanent" position number; a number assigned by the



**Mike Amelon manages
the Statewide Human
Resources and
Payroll systems**

system to only that position and which stays with that position for its entire existence), a web-based Employee Self-Service Module and web-based connectivity to all current CPPS screens and functionality. Additional functionality is being added to allow external agency systems such as EdSys and potentially CDOT's new enterprise system to interface directly with the CPPS system. This added functionality is the key to enabling DPA to retire EMPL and move to a web-based system at a minimum of cost.

You may contact Ranea Taylor at (303) 866-4642 or hr.support@state.co.us for training or Valerie Klemme, at (303) 239-4384 or valerie.klemme@state.co.us for other questions. 🌸

Mainframe Dial-in Access Changing

Issue: Insure continued customer access to the mainframe. DoIT retired its old dial-in system used to access DoIT's mainframe via 303-963-0005. **The retirement of the old dial-in service was effective October 31, 2005.** The new dial-in service that DoIT is offering provides 55K service with no long distance charges. DoIT also offers Qwest DSL for public entity or non-profit organizations, which is an even faster mode of receiving access to your information. DoIT's DSL service is not available for use on private telephone lines but may be purchased as a stand-alone product for data only.

The retired dial-in software to the mainframe was

purchased in 1982, provided very slow service (28K) and charged for long distance connections. Software updates for this product ceased in 1999 and the manufacturer no longer supports this product.

How this change impacts our customers—

Customers currently accessing the mainframe via dial-in and a VT-100 terminal emulator will need to replace the VT-100 terminal emulator software with a TN-3270 emulator. There are TN-3270 programs free from the Internet. DoIT has a copy of the QWS3270 version 3f that is freeware (with no support & is non-secured). You may use this QWS-3270 emulator software by linking to http://www.colorado.gov/dpa/doit/services_cat/qws3270.zip and clicking "QWS3270.exe" to connect to the mainframe on the open side.

The DoIT mainframe also supports S-TN-3270.

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The "S" is for "Secure", and all traffic is encrypted with this emulator. The better S-TN-3270 programs are commercial. DoIT does not have a contract to provide S-TN-3270 service. We do provide [VPN](#) services for State of Colorado agencies assuring secure access to DoIT's mainframe and your applications needing to be secured.

If you have any Internet access today, you can still get to the mainframe without ordering additional services. Once you have installed a TN-3270 emulator, connect to the Internet and simply enter the address of the mainframe computer, which is <http://citsf.state.co.us> (there is no www preceding the address).

You can also order Internet [dial-in service](#) from DoIT/FRIL, or may purchase the faster [DSL service](#) from DoIT. We recommend the purchase of DSL

service for customers who repeatedly use the old dial-in service as it provides quicker network connectivity. 🌸



▲ **Dial-in and DSL offering co-project managers Sue Ellen Quam, Customer Relations Manager and John Clark, Network Services**

Remedy Help Desk Used In Tracking Problems



▲ **Margaret Delaney, Remedy installation co-project manager and Rick Malinowski, DoIT's CIO**

A new Remedy IT problem ticket tracking mechanism is now in place to record customers' request for assistance with service. The new Remedy application enhances customer service and employee productivity by easily providing the information and tools necessary to resolve customer issues. The new Remedy product replaces a tracking system used by DoIT since the 1980s. The next phase of project implementation is to begin change management activities.

Please contact the DoIT Service Center should you need assistance from DoIT staff at (303) 239-4357 (HELP) or DoIT-CS.ServiceCenter@state.co.us. 🌸



**Kathy Olivas,
Remedy installation
co-project manager**

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Fast Network Connectivity For Moving Customers

The Office of the Secretary of State (SOS) relocated its office from 1560 Broadway and is now using both the second and third floors of 1700 Broadway in downtown Denver. The SOS asked DoIT to design, engineer, and manage their telecommunications move for their data center relocation and new office space project.

Recent moves by the Colorado Department of Labor and Employment (CDLE) and DPA allow these major departments to share the same downtown office location at 633 17th Street. These moves provide an opportunity to enhance their telecommunications infrastructure to optical fiber by sharing the cost of equipment and services. Installing fiber optic adds tremendous speed and enhanced throughput and affords the infrastructure for future upgrades to occur. This infrastructure not only benefits the State's current occupants at 633 17th Street but will also support future Homeland Security programs. The SOS, and CDLE systems will run at 1 gigabit & DPA's infrastructure is running at 10 gigabit.

To make this new optical fiber system work, 3,300 feet of single mode fiber was installed outside of the new building and 390 feet of single mode fiber installed inside adding cost effective increased bandwidth capacity for the future. The outside single mode fiber is also used to transport telephone traffic, computer traffic and security systems between the new building and the State Capitol Complex. In addition to



Phil Bisant,
*Manager of Network
Development and
Operations*

these improvements, 422 new Cat5e LAN wiring connections were installed to enable the rapid movement of customers' desktop computer systems for State employees residing at 633 17th Street.

For the first time ever, championed by Executive Director Jeff Wells, the Department of Personnel and Administration (DPA) is in a consolidated location at 633 17th Street for the majority of its staff members and the services they provide. Hundreds of staff members were moved to this central location to achieve economies of scale and to increase collaboration among divisions.

Joint efforts with key DPA staff members from Telecommunications, the Information Technology Unit, DoIT's Server Team and our vendors were needed to proactively address DPA telecommunication issues. The teams were charged with installing high quality optical fiber, phones, fax lines, desktop services, etc.

DoIT staff remains at 690 Kipling and at 2nd and Bryant Street due to the extensive infrastructure already in place at these locations. DoIT Telecommunications also installed a new 1000Mbit to the desk LAN system for DPA and other customer users at the 690 Kipling Data Center. This system adds speed and enhanced connectivity for 240 new 1000Mbit connections. It too provides for 10 Gigabit connections between wiring closets. 🌸



Jeff Wells,
*Executive Director of the
Department of Personnel
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Network Services

Shared standard based systems and networks are a foundation of DPA/DoIT. Telecommunications is enhancing this foundation with a convergence of data and voice services including long distance services, dial-in, DSL and cellular options including Blackberry devices. 🌸



Paul Nelson,
Network Services
Manager

DoIT's Dial-in Access To The Internet

Dial-in connectivity offers mobile Internet connectivity at approximately 55 Kbps (the speed may vary due to local conditions). Dial-in provides a high quality, reliable, cost-effective dial-in network infrastructure solution to the Internet and access to some open services of MNT such as COFRS. DoIT, via a contract with Front Range Internet Inc (FRII), now offers statewide toll free and nationwide 800 Internet dial-in service. The DoIT **dial-in rate** is \$13.95 per month for the first 150 hours per month and \$0.10 per minute for the 1-800 access service. Please note, if customers exceed the original 150 hours offered in the base package, an extra \$5 charge for each additional 150 hours will be

DoIT's DSL Service And When It Should Be Used

DSL is a technology for bringing high-bandwidth information to homes and small businesses over ordinary copper telephone lines. A DSL line can carry both data and voice signals and the data part of the line is continuously connected. DSL offers a high-speed dedicated connection with speeds ranging from 0.256 Mega bit ubr to 3.00 Mega bit ubr. We recommend the purchase of DSL service for faster connectivity, especially for customers who repeatedly use dial-in service to places such as DoIT's mainframe or servers from an offsite location. Click here for the range of [DSL rates](#) based on connectivity speed. DSL may be purchased as a stand-alone product without voice capabilities. Only data is relayed using a stand-alone service.

To purchase DSL service use the following [information for your orders](#) or please call the DoIT Service Center at (303) 239-4357 or toll free at (877) 632-2487 to begin the ordering process. 🌸

added. Some rare isolated toll pockets may exist so please submit local numbers to be certified by FRII. This access does not include an email ID or any other hosting facilities.

Click here to access the [Dial-in order form](#) and here for [instructions for filling out the Dial-In Communication Service Change form](#). 🌸

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Blackberry Server Connectivity Offered By DoIT

DoIT offers Blackberry server connectivity for \$9.47 per month per device with capability to support both Exchange and GroupWise email platforms. DoIT provides the master server and supports the technology so that individual agencies need not invest in this type of infrastructure.

Individual carrier packages are purchased directly from State approved vendors just as

agencies currently purchase cellular service. Contacting doit-oeb@state.co.us will help you contact State suppliers and allow DoIT to assess server compatibility.



**Jim Chaney,
Blackberry and
Conferencing Services
Specialist**

Blackberry devices let users pull in email and other data, and receive calls on the same hand-held unit using ordinary cell technology. This "virtual office" is ideal for individuals who need almost constant access to their enterprise communication systems, email and other corporate data. And with email access, an integrated phone, text messenger, web browser and organizer applications, you can easily manage all your professional information and communications from a single, compact device. 🌸

Telecommunications' Billing Vision For The Future



▲ Some of the TFMS team members Jane Twigg, Matthew Moynahan, Chris Block and Anchor Point Representatives

DoIT purchased the award winning Telecommunications Financial Management System 5.0 (TFMS) by Anchor Point to expedite and streamline customer billing. Anchor Point and DPA staff members are busy revising work processes and building customer databases for the launching of the new Telecommunications Financial Management System.

TFMS is expected to be operational in early 2006 with customers able to view their telecommunication bills over the web. Ordering processes from the customer are not changing at this time.

DoIT's original billing system is comprised of numerous data platforms and consolidating these platforms into one central platform such as TFMS is a challenging proposition. Servers to hold the data were purchased and configured and efforts to move

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the prophecy database into TFMS are underway. This database includes information such as MNT and long distance billing. Other databases are scheduled for future transfer.

DoIT currently tracks 55,000 voice records (including cell phones), 1,400 Qwest calling cards, over 2,700 MNT connections, along with Blackberry accounts, VPN, DSL and Legacy data circuits.



**Lorilie McCann,
TFMS Project Manager**

Moving From The Old To The New Billing System

Currently, streaming COFRS codes are used for all transactions. TFMS will use coding as a key methodology in assigning and paying appropriate amounts

for ordered services within the TFMS system. The use of codes simplifies the data entry work required by customers and DoIT staff members.

What We Need From You

Department Controllers will be contacted and asked to assign a departmental key contact for developing codes. The bulk of this coding work will be completed in December of 2005. A single point of contact will insure departmental control and accelerate the speed of the TFMS conversion.

Training, testing and creating a secure website where individual customers can see their bills from Telecommunications are remaining steps. This TFMS billing website will be used instead of document direct services.

Please send any inquiries regarding TFMS to doit.oeb@exchange.state.co.us. Thank you for your assistance with implementing this new system. 🌸

Hurricane Relief Efforts

Colorado residents welcomed and supported hurricane survivors through a variety of venues. DPA/DoIT assisted with relief efforts by immediately working with its network operations staff and its vendor Qwest to supply network infrastructure to the Lowry rescue operations. Two MNT T1s were installed on an emergency basis at Lowry Campus. These new support systems were installed and running within 24 hours. DPA/DoIT and Qwest also processed rush orders for phone lines and 1-800 number connectivity in support of DoLA and the disaster recovery efforts surrounding the major hurricanes in the Gulf Coast region. 🌸



▲ **Team of CU Denver students and their instructors from Spring 2005 with DoIT staff members. The students worked on key research projects for DoIT.**

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State Archives Works With DOR And Adds Information

State Archives recently completed a total review of record retention plans for all operating units within the Department of Revenue (DOR). This review, by DOR and Archives representatives, resulted in the revision of a number of existing record retention plans, and the establishment of many new plans for sections that previously did not have plans in place. This effort helps DOR to better manage their electronic and paper records.

1,500 new entries were added to the Archives searchable database. This will continue to enhance citizen access to the information from home or office without having to call or come to Denver to determine if the record exists. 🍁



▲ Terry Ketelsen, State Archivist speaks to DoIT's key stakeholders.

Digital Trunked Radio Expansion

In March of 2005, the Department of Local Affairs (DOLA) announced a new Wireless Interoperability Network (WIN) initiative making grant funds available to Western Slope local governments for infrastructure improvements. Interest in the grant funding was overwhelming. 61 WIN DTR

sites are approved and over \$28 million in grant funds allocated. DPA/DoIT staff and their partners continue to work on planning, designing and developing multiple Western Slope DTR sites. Contracts for these new sites are currently being developed between DOLA and the local governments.

Three Western slope sites: Beaver Creek, Raspberry and Water Dog are now in use for public responders use via these grant monies. 🍁



Larry Brooks and Ray Nelson,
Communications and DTR Managers

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- Over 400 combined State and local government agencies are operating statewide on DTR, while using over 22,000 radios.
- The City of Denver installed an interoperability gateway to provide connectivity to non-DTR users in the metro area. An interoperability plan and channel assignments were developed and will be fully implemented in the near future.
- A new microwave link was installed between the Walsenburg and Gardner sites. The link supports a new DTR site at Gardner. An ITAC repeater was installed at the Vermillion Bluffs site. DTR portable and mobile radio coverage is enhanced by retransmitting signals using a repeater that is placed either at the top of a tower or on a mountaintop.



▲ Communications personnel going to work at tower site.



In digital communication systems, a repeater is a device that receives a digital signal and regenerates the signal to expand the coverage footprint.

- A new 800mhz DTR site at Beaver Creek Ski Area is on-line providing I-70 coverage from Wolcott east to Copper Mountain, highway 91 to Climax, and highway 24 south to the Lake County line.
- A new 800mhz DTR site at Raspberry Ridge in Montrose County is on-line providing coverage in Montrose, Ouray and San Miguel counties.
- A new 700mhz DTR site near the State Capitol is installed and on-line. This new site provides in-building DTR coverage in the downtown area and in the State Capitol. All State agencies benefit from this added coverage, but particularly CSP's Executive Security Unit (ESU) providing protection for the Governor. 🌸

MCI Long Distance Contract Expires

Any long distance service remaining with MCI after the end of November is not bound by State contract. Significant price increases could occur without negotiated price agreements. Please check your records to insure that all telephone lines have been sent to DoIT for conversion to the new Qwest contractual rates and services. You may contact DoIT's Order, Entry & Billing unit by emailing doit.oeb@exchange.state.co.us for assistance. 🌸

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Qwest Communications International Inc. now provides the State and its agencies with long-distance services including international service, toll-free solutions, calling card services, and audio conferencing. Qwest signed a two-year contract with the State of Colorado to be the exclusive provider of voice services to the State and all its agencies. The contract allows for three, one-year extensions and its initial value is more than \$3.5 million.

Thousands of lines were converted from the prior carrier to Qwest. Nearly all of the plain old telephone lines (POTS) and Toll Free Switched lines* are converted to the new Qwest long distance contract. All planned conversions of long distance services occurred with virtually no downtime. The coordination and scheduling of the conversions with each agency's point of contact insured transparent transitions.

The conversions were accomplished with the help of our customers. We appreciate the efforts made to review and update long distance billing charts. These efforts to aggregate long distance volume from all State agencies allows us to leverage buying power for the State in order to receive greater discounts and expanded services.

Once your lines were converted to the Qwest contract, we provided notice to prior carriers to end their long distance billing. In the unlikely event that you continue to receive any bills from prior vendors after your agency's lines have been converted to Qwest, please send a copy of the bill along with your name and contact information to any of the contact points

listed below. We will work with you to correct any such billing errors.

Nearly 200 new State customers have requested and setup accounts for Qwest Reservationless audio and web conferencing services and approximately 1,400 for calling cards. Over 100 State employees have attended one or more of the live on-line Qwest/State of Colorado customized web conferencing trainings.

Thank you for your participation in making the Long Distance Conversion Process a success.



*Mary Lou LaCouture,
DoIT's Long Distance
Project Manager*

Contact information

- For further assistance email DoIT-Voice@state.co.us with your requests
- Our fax number is (303) 866-2763
- Our mailing address is:
Division of Information and Technologies/
Communication Services
2452 W. 2nd Ave. Unit 19
Denver CO 80223-1019

*An example of a toll free-switched line is a 1-800 number dialing into a main desk at a State agency. 🌸

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For further information on issues outlined in these publications you may contact any of the following DoIT managers at the main telephone number listed above or email your questions or comments to the appropriate subject matter experts at:

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Guy.Mellor@state.co.us
 *Deputy Director/Data Center/TMU*
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